

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Interstate Paper LLC

Georgia Manufacturing Extension Partnership

Interstate Paper Gets Organized, Improves Efficiency

Client Profile:

Interstate Paper, a subsidiary of Interstate Resources, is located in Riceboro, Georgia. Operations began in 1968 producing 400 tons of kraft linerboard per day. Today, Interstate Paper's 280 employees--60 of whom are second generation employees of the company--produce 780 tons of kraft linerboard per day. The product is shipped globally to customers such as a trailer manufacturers, juice can plants, yacht manufacturers, and many box plants.

Situation:

Interstate Paper, which prides itself on good customer service, saw room for improvement in its inventory location system and layout at the company's just in time (JIT) inventory warehouse, which serves more than a dozen customers. The company brought in the Georgia Manufacturing Extension Partnership (Georgia MEP), a NIST MEP network affiliate, to assist.

Solution:

Georgia MEP reconfigured the JIT warehouse's layout and improved the inventory locator system so that specific rolls of paper--which stand more than twice the height of a person and weigh two tons each--can be found quickly. Georgia MEP met with company management and warehouse workers to observe current procedures for moving and documenting inventory. From that data, the organization determined the best layout for the warehouse and created an accurate manual warehouse locator system. New improvements include a newly designed form that the drivers, who load and unload inventory from trucks, use to write down every roll movement for later entry into a computerized system. Prior to the introduction of the form the drivers made inconsistent notations at random times. As an objective outside party, Georgia MEP also supported a proposal that the warehouse cap its inventory at 9,500 tons, thereby limiting the amount of time and energy spent rearranging rolls to access inventory in cramped quarters.

The organizational improvements instituted by Georgia MEP helped Interstate Paper significantly increase its accuracy in the location of rolls, thereby improving its customer service.

Results:

Increased accuracy from below 70 percent to more than 99 percent on a 7,000-ton

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inventory.

Redesigned plant layout to create more efficient work space.

Implemented several organizational tools to increase efficiency and productivity.

Testimonial:

"I was extremely satisfied with the Georgia Manufacturing Extension Partnership's high-quality work. The work was done in a reasonable amount of time. Even after the project, if I called the Georgia MEP representative with a problem, he had a solution in a day or two."

Al Cantrell, Mill Manager